

# Enterprise

maintaining the infrastructure of the UK

## Case Study: Wolverhampton Waste Partnership – Trade Waste Service

### Background

**The waste partnership between Enterprise and Wolverhampton delivers a trade waste service to 2000 customers.**

**In 2005-06 Enterprise collected just over 12,000 tonnes of trade waste.**

**The Wolverhampton trade waste service offers customers the opportunity to have their bin collected up to five times.**

**Furthermore they can choose the size and number of their refuse container; they can have anything from a small 240 litre bin to a large 1100 litre bin.**

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### Initial Situation

One of the aims of the partnership is to invest in Wolverhampton, Therefore within the first twelve months of signing the partnership Enterprise invested heavily to ensure that their customers received a first class service.

Four new Dennis Eagle trade waste collection vehicles were purchased. These vehicles are used exclusively for trade waste and thus our customer's service is not hampered by vehicles being forced to make unnecessary domestic collections.

As well as buying new vehicles the Waste partnership has also committed to providing new bins for customers. These containers are made to the highest quality, thus ensuring that the customers waste is stored safely and appropriately



### Key Customer Requirement

Enterprise's trade waste service is focused around the needs of the customer.

We allow the customer to dictate to us the most suitable day for collection.

In addition, we do not force them to commit to a time, instead we develop the service to suit their needs, if they insist their bin is emptied at 6.00 am we ensure the crew is there ready to collect the waste.

Our strong customer focus is maintained by the dedicated trade waste team that works tirelessly to ensure the customer's expectations are always met.

The Wolverhampton Waste Partnership was so focused on delivering a high class trade waste service to Wolverhampton that they specifically developed a trade waste management team.

Their sole responsibility was to maintain the standards Enterprise promised to deliver.



### Our Response to Change

Due to changes in European law all vehicles that collect trade waste had to be monitored via a TACO system.

In Wolverhampton this meant transferring trade waste calls from different collection rounds.

This was achieved with minimum fuss and none of the customer's collection arrangements were altered.

### Moving towards the future

In order to maintain our first class service we are constantly evolving our trade waste collection service.

Exciting new collections are planned in the shape of cardboard, paper, glass and plastic bottle recycling for trade waste customers.

Initially the plan is to share our success with Wolverhampton council by offering all the council offices the opportunity to recycle their paper, glass, cans and plastic bottles.

The waste partnership has again proven its commitment to the trade waste service by purchasing a vehicle specifically designed to offer this service. Should the scheme prove successful it will be offered to all trade waste customers throughout the city.